# Quick Reference Instructions
# Verizon® Home Voice Mail

**Your first step … ALWAYS GET INTO YOUR MAILBOX FIRST**

To do this from your home telephone, dial the Home Voice Mail system number, then enter your passcode.

**Once you're in your mailbox …**

| | |
|---|---|
| To listen to your messages | 1 |

**While listening to your messages …**

| | |
|---|---|
| To save a message | 2 |
| To erase a message | 3 |
| To find out the time and date of a message | 6 5 |

**Anytime you're in your mailbox …**

| | |
|---|---|
| To send messages | 2 |
| To create group lists | 9 4 4 |
| To change your greeting, name or passcode | 9 1 |
| To hear the time and date before each message | 9 2 1 |
| To add or delete sub-mailboxes | 9 2 4 |
| To use reminder service (uses your telephone to deliver a recorded reminder) | 3 1 |

**Special keys that are always available …**

- * Cancel and Exit
- 0 Recorded Help
- # Skip and Complete

**To find out if you have new messages**

Simply pick up your home telephone. If you hear the interrupted dial tone, new messages are waiting for you.

**If you need assistance, call 1-800-HELP(4357)-986 during normal business hours**

www.verizon.com

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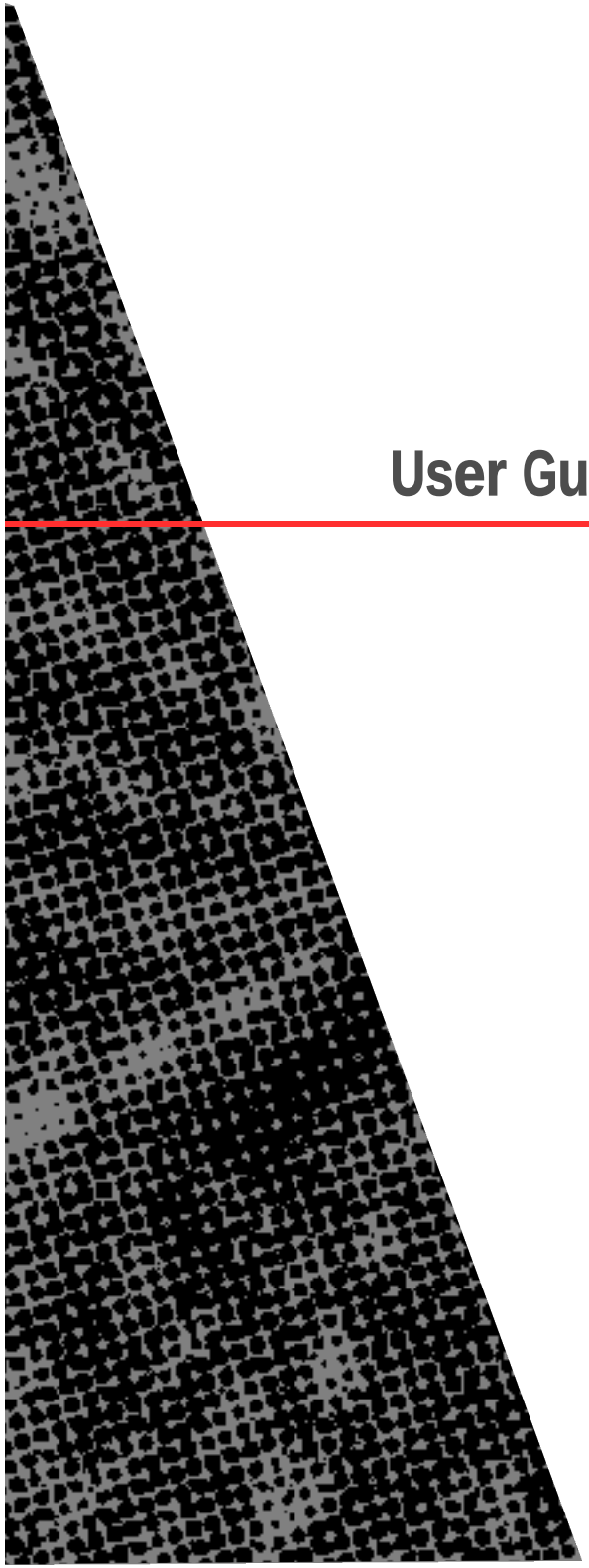

# User Guide

## Verizon® Home Voice Mail

Easy steps to get you started

# Getting Started with Verizon® Home Voice Mail

## Before using Home Voice Mail for the first time …

*Take a few minutes to get set up. Follow the steps below and listen carefully to the recorded instructions. If you need assistance, just call* ***1-800-HELP(4357)-986,*** *during normal business hours and someone will help you.*

1. Dial the Verizon® Home Voice Mail access number. Wait for the system to answer.
2. Depending on where you are ...

**... at home**

- Enter your temporary passcode.
- Press #. Now go to Step 3.

- or -

**... away from home**

- Press *.
- Enter your mailbox number, which is the same as your home telephone number.
- Enter your temporary passcode.
- Press #. Now go to step 3.

3. Listen carefully to the recorded instructions. They will guide you through setting up your mailbox — the place where your messages, greetings and passcode are stored and where all Home Voice Mail activities take place.

You will:

- Create your own 4- to 10-digit passcode.
- Record the greeting your callers will hear.
- Record a busy greeting that your callers will hear when your line is busy (this is optional).
- Record your name as a label for your mailbox.
- For Multiple Mailbox, there are a few additional steps required to set up this feature (see page 13). This feature is not available in all areas.



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# Get into Your Mailbox and Access Your Messages

***Your mailbox is your personal "place" within the Home Voice Mail system where your messages, greetings, and passcode are stored and where all activities take place. No matter which feature you want to use, always start by "getting into your mailbox."***

***For Multiple Mailbox Home Voice Mail customers only: The individual who sets up Home Voice Mail has the "main mailbox" (box 9). Other household members have "sub-mailboxes" (boxes 1-8).***

## At home:

1. Dial your Home Voice Mail Access Number.
2. After the system answers, enter your passcode.

## Away from home:

1. Dial your Home Voice Mail Access Number.
2. After the system answers, press *.
3. Enter your mailbox number (your home telephone number, beginning with the area code).
4. Enter your 4- to 10-digit passcode.

## Either at home or away:

1. Dial your your home telephone number.
2. When your greeting starts, press *.
3. Enter your passcode.

*Refer to inside cover — Getting Started with Verizon® Home Voice Mail



# Main Menu — Your Starting Point

***The Main Menu is the first set of options you hear when you get into your Home Voice Mail mailbox.***

## Main Menu

- **Listen** to your messages.
- **Send** messages to other Verizon voice mailboxes. For Multiple Mailbox customers, also send messages to sub-mailboxes.
- Schedule a **Reminder** for yourself.
- Explore **Mailbox Options.**
- For Multiple Mailbox customers, interact with other sub-mailboxes.

**You don't need to listen to all of the recorded instructions.** Once you become familiar with the options, you may make your choice at any time.

## Listen to Your Messages

1. Get into your Home Voice Mail Mailbox.
2. At the Main Menu, press 1.
3. Listen to your message.
4. Press one of the highlighted keys.

### You may select one of the options

- Press 6, then:
- Press 4 to listen to the previous message.
- Press 5 to get time and date of current message.
- Press 6 to find out sender of Mailbox to Mailbox (MB to MB) message.

### Listen Menu

| | | |
|---|---|---|
| 1 Repeat | 2 Save | 3 Erase |
| 4 Reply to MB to MB Message | 5 Send Copy to MB | 6 Options |
| 7 Rewind 5 sec | 8 Pause 20 sec | 9 Advance 5 sec |
| * Cancel | 0 Recorded Help | # Skip |

**If you make a mistake or get confused you don't have to hang up** — just get back to the Main Menu by pressing * and start over. Or when you're in your mailbox, press 0 for more information and recorded help.

**If you have a speed dialing feature,** you can program your Home Voice Mail system number for quick access to your messages.

**To find out if you have new messages**
Simply pick up your home telephone. If you hear the interrupted dial tone, new messages are waiting.

**If you erase a message by mistake, DON'T HANG UP!**
1. Listen to your messages again.
2. Find the message you accidentally erased.
3. Press 2 to save it.

**Stop listening to messages** and return to the Main Menu by pressing *.

**The best way to exit Home Voice Mail**
Press * again. When you exit this way, you'll be told whether any new messages have arrived while you were in your mailbox.

**Skipping a message** by pressing # will allow you to retain the interrupted dial tone as a reminder that there are new messages.



# Mailbox to Mailbox Messaging — Where Available

***MB to MB Messaging lets you quickly and easily exchange messages with other Verizon voice mailbox customers in your regional calling area without calling them directly. The recipient's phone will not ring.***

**Verizon voice mail-boxes include:**
Home Voice Mail and Basic Mailbox residence services and Answer Call and Voice Mail business services

You can:

- send a single message to one or more Verizon voice mailbox customers;
- reply to messages sent from other Verizon voice mailbox customers; and
- copy messages from your mailbox to other Verizon voice mailbox customers.

### Things to Know Before You Start

- At this time, you will not be charged for MB to MB Messaging. Billing will be turned on in the future. Multiple Mailbox customers will not be charged to send messages to sub-mailboxes. There are no charges to receive a message.
- You'll know if someone has a Verizon voice mailbox and is in your regional calling area. When you enter the telephone number, if there is a voice mailbox, you will hear the customer's recorded name announcement or mailbox number confirmation.
- When sending a message outside your area code, but within your regional calling area, dial the 10-digit number only (area code + 7-digit number). Do not dial "1" before the area code.
- Information about your regional calling area can be found in the front of the white pages of your Verizon telephone directory.
- MB to MB Messaging is not available in all calling areas at this time.

# Mailbox to Mailbox Messaging (continued)

## To Send MB to MB Messages

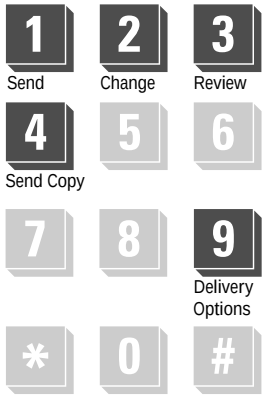
1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press 2.
3. Listen for further instructions to:

- enter a mailbox, or group number destination (see page 9 for more about group lists). Multiple Mailbox customers may enter a sub-mailbox.
- record your message, and
- send your message.

After recording your message, you may select one or more Delivery Options. Press 9, then:

- Press 1 for Urgent – plays the message before others.
- Press 2 for Private – prevents the message from being copied to another mailbox.
- Press 3 for Return Receipt – notifies you with a message in your mailbox when the recipient listens to your message.
- Press 4 for Future Delivery – delivers your message at a future date and time that you specify, up to one year in the future.

### Send Menu




## To Reply and Send a Copy

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press 1.
3. Listen to a message in your mailbox.
4. Listen for further instructions to:

- reply to the message or
- send a copy of the message to another voice mailbox.

### Listen Menu with Reply/Copy

Press 4 to reply to a message that was sent directly from another voice mailbox. If someone telephones you and leaves a message, you do not have the reply option.

**You can send a copy of a message in your mailbox to another voice mailbox.**

Press 5 and follow the instructions to record an introduction, and send both the introduction and the original message. However, if a message is marked "private" you cannot send a copy.

**Multiple Mailbox customers can also send and copy messages to other sub-mailboxes.**

This provides you a convenient internal voice mail message system to keep your household members in touch with each other. To do this, press 5 to copy or go to the Main Menu and press 2 to send. Next, enter YOUR mailbox number. The system will then ask you to which sub-mailbox you want to send the message.

# Personalize Your Mailbox — with Mailbox Options

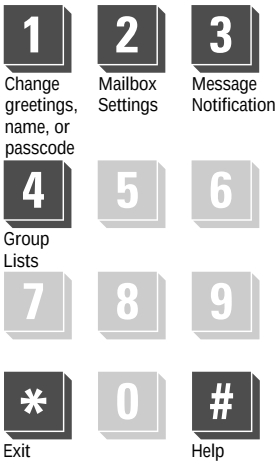
***You can personalize your mailbox to:***

- ***change your greetings, name announcement, or passcode;***
- ***hear the time and date before each message; or***
- ***create a group list.***

## To Change Your Greetings, Name Announcement, or Passcode

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
- 9 for Mailbox Options
- 1 to change greetings, name, or passcode
3. Listen for further instructions.

### Mailbox Options Menu




## To Hear the Time and Date before each Message

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
- 9 for Mailbox Options
- 2 for Mailbox Settings
- 1 to turn the time/date on and off
3. Listen for further instructions.

Listen for special features available from this menu:

- Automated (pre-recorded) system greetings.
- A special busy greeting that tells your callers you are currently on the line.

**For Multiple Mailbox customers …**

You have your own greeting and passcode whether you are the main or a sub-mailbox holder.

**It's your choice!**

You may hear the time and date of a single message by pressing 6 5 during or after message review. OR you may select the automatic time/date announcement.



# Personalize Your Mailbox — with Mailbox Options (continued)

## To Create a Group List

***Group Lists allow you to quickly and easily send messages to members of groups that you are involved with, such as civic organizations, religious groups or sports teams. You enter the group list number, which includes mailbox numbers of the members, when you want to send messages to the members.***

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
- 9 for Mailbox Options
- 4 for Group Lists
- 4 to create the group list
3. Listen for further instructions to:
- assign a group list number;
- name your group list; and
- enter mailbox numbers you want on this list.

You may have up to three lists with as many as 25 mailbox destinations per list. Home Voice Mail Plus, where available, gives you five lists with 25 destinations per list.

As members of your group change, you will need to change your lists. You may change your group lists whenever you need to.

# Optional Features for Additional Charge

## Reminder Service — (additional charge)

***Reminder Service feature helps you remember to do the things you need to do by calling you <u>at your home telephone number</u> at the time and date you specify. When you answer, you hear a reminder message you've already recorded.***

### Reminders Menu

1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
   - 3 for Reminders
   - 1 to create the reminder
3. Listen for further instructions to schedule your reminder.

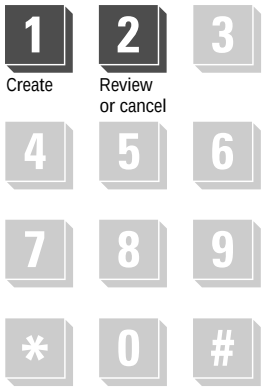
You can review or cancel a reminder call at any time. Just get into your mailbox, press 3 2 and follow the instructions.

**There are two kinds of reminders:**
Daily reminders are delivered at the same time everyday Monday through Friday or seven days a week. One-time reminders are delivered once on the day and time you specify.

## Wake Up Call — (additional charge)

***Wake Up Call sends your pre-recorded message <u>to your home telephone number.</u> Your phone will ring at the time you select. If there is a busy signal or no answer, Wake Up Call will re-try every five minutes for up to 30 minutes.***

### Wake Up Call Menu




1. Get into your Home Voice Mail mailbox.
2. Follow the instructions or, for a shortcut, press these keys:
   - 3 for Reminders
   - 1 to create the Wake Up Call message.
3. Listen for further instructions to schedule your daily call.

You can review or cancel a Wake Up Call at any time. Just get into your mailbox, press 3 2 and follow the instructions.

Wake Up Calls are delivered at the same time everyday Monday through Friday or seven days a week.

# Optional Features for Additional Charge (continued)

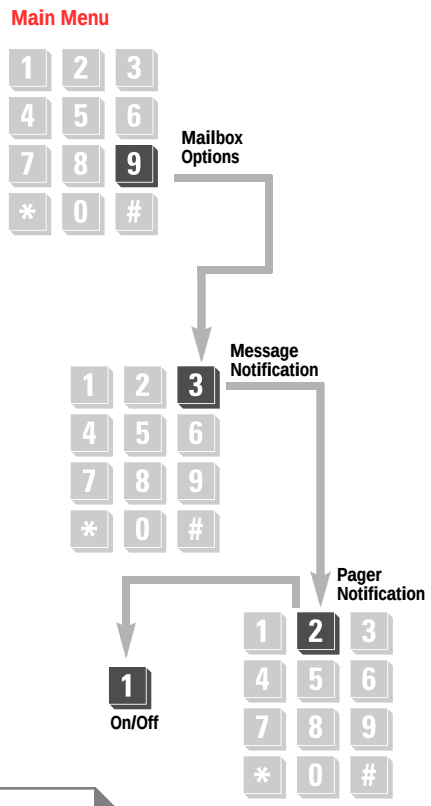
## Pager Notification — (additional charge)

***Pager Notification alerts you at your pager whenever a new message arrives in you mailbox. If you use a digital display pager, the number that will appear on your pager is your mailbox number.***

### How to Turn Pager Notification On and Off

Note: If you use Multiple Mailbox Home Voice Mail, this feature is available only from the main mailbox (box 9).

1. Get into your Home Voice Mail main mailbox (box 9).
2. Follow the instructions or, for a shortcut, press these keys:
   9 3 2
3. Listen for further instructions from the voice prompts to:
   - Turn Pager Notification on (or off).
   - Enter your pager number
   - Enter a pager PIN (Personal Identification Number) **if** your pager requires one.
   - If you want, specify that you're to be notified of **urgent** messages only.




**Note:**
If you select urgent messages only, you will need to tell your callers how to leave an urgent message. After recording the message, they should press # 9 1.



# Multiple Mailbox Sub-mailbox Features

***Multiple Mailbox Home Voice Mail allows you to have up to eight sub-mailboxes on one line — each with its own greeting and private passcode. Sub-mailbox features help you keep up with the needs of a changing household. If someone moves in or leaves, you can change your sub-mailboxes to fit the new situation.***

### To Create or Delete a Sub-mailbox

Note: This feature is available from the main mailbox (box 9) only.

1. Get into your Home Voice Mail main mailbox (box 9).
2. Follow the instructions or, for a shortcut, press these keys:
   - 9 for Mailbox Options
   - 2 for Mailbox Settings
   - 4 to create or delete sub-mailboxes
3. Listen for further instructions.
4. After the sub-mailboxes are created, the sub-mailbox user needs to set up the new sub-mailbox.
5. Follow the instructions on the inside cover of this user guide.

**Remember …**
Any time you create or delete sub-mailboxes, you'll need to re-record your greeting for the main mailbox (box 9) to reflect those changes for your callers.

### To Set Up a Sub-mailbox

Note: Each new sub-mailbox user will need to set up his/her own new sub-mailbox.

1. Dial the Access Number.
2. Enter your temporary passcode, for example "1111," not the main mailbox passcode.
3. Follow the promps to change the passcode and record greetings.

Your temporary sub-mailbox passcode is your sub-mailbox number repeated four times. In other words, the temporary passcode for sub-mailbox 2 would be 2222.

### To Access another Sub-mailbox

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press 7.
3. Enter the unique passcode of the sub-mailbox you have access to.

**This feature is useful** for accessing another sub-mailbox without having to hang up and start over.

# Multiple Mailbox Sub-mailbox Features (continued)

## To Find Out which Sub-mailboxes Have Messages

1. Get into your Home Voice Mail mailbox.
2. At the Main Menu, press 8.

**This feature is useful** when you hear the interrupted dial tone and need to know which sub-mailboxes have new messages.

## Sample Greetings for Multiple Mailboxes

### Sample Personal Greeting for the Main Mailbox (Box 9)

*"Hello, you've reached the Justice family. We can't take your call right now, but leave a message and we'll call you back. To leave a message for Betty and Rich, press 1. To leave a message for Jeff, press 2; for Glenn, press 3; for Don, press 4; and for Ken, press 5. To leave a message for all of us, please press 9."*

### Sample Busy Greeting for the Main Mailbox (Box 9)

*"Hello, you've reached the Justice family. One of us is on the phone 'surfing the Internet,' but leave a message and we'll call you back. To leave a message for Betty and Rich, press 1. To leave a message for Jeff, press 2; for Glenn, press 3; for Don, press 4; and for Ken, press 5. To leave a message for all of us, please press 9."*

### Sample Personal Greeting for a Sub-Mailbox

*"Hi. This is Betty and Rich. Sorry we missed your call. Please leave a message and we'll call you back."*

### Sample Busy Greeting for a Sub-Mailbox

*"Hi. This is Jeff. Someone's on the phone right now, but please leave a message and I'll call you back."*

All greetings can be up to 45 seconds long.



# Questions and Answers about Verizon® Home Voice Mail

***What can I do if I erase one of my messages by mistake?***

Don't panic — and don't hang up. Messages are not erased until you hang up — **but they are irretrievable *after* you hang up.** Listen to your messages again, and when you get to the message you accidentally erased, save it by pressing 2.

***When my parents leave a message, I would like to hear it before all the other messages. Is there a way to make this happen?***

Yes. Tell your parents to press # 9 1 1 after they record their message. This will mark the message URGENT and put it before other messages.

***Sometimes my son gets home first, checks for new messages and saves them all. Later, when I come home, there is no interrupted dial tone to tell me that there are new messages. Any solutions?***

Tell your son to skip the new messages by pressing # after he hears each message. The skipped messages will retain their "new" status and you'll hear the interrupted dial tone that signals new messages are in your mailbox.

***Is there a way of knowing if I have new messages without having to pick up the telephone?***

Yes. Equipment with a message-waiting light is available from Verizon TeleProducts and other vendors.

***Some of my friends know my recorded greeting by heart. Can they skip it?***

Yes. Tell them to press # during your greeting. This will let them skip over to the point where they are to begin recording. Remember, you can change your greeting anytime.

***Is there any way my callers can review and change the messages they leave for me?***

Yes. If they press # after they record their message, your callers have a chance to listen to what they've recorded and change it if they want to. Instructions will guide them.

***When I call a friend with Home Voice Mail, how can I prevent the message from being forwarded to another mailbox?***

Mark your message to the friend as "private." After recording your message, press # 9 2 1. This prevents messages from being copied to another mailbox.

***Can Home Voice Mail forward calls to my pager?***

Yes, if your pager is compatible with Home Voice Mail. Please contact your Verizon business office for more information.

## Questions and Answers about Verizon® Home Voice Mail (continued)

***With Multiple Mailbox, when I hear the interrupted dial tone, how do I know who the messages are for?***

First, check your own mailbox — you'll be advised if you have new messages. Then, to find out which sub-mailboxes have new messages, press 8 at the main menu.

## Limitations of Liability

Verizon will make every reasonable attempt to maintain reliable and continuous service, however, there may be some system downtime, for example for maintenance reasons. Verizon will not be liable for any claimed damage from such downtime. Verizon's liability, if any, for its gross negligence or willful misconduct is not limited by these limitations of liability. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, Verizon's liability, if any, shall not exceed an amount equal to the proportionate charge for the period during which the service was affected. Verizon is not responsible for any other claimed damage, for example lost messages or service interruptions, under any theory of liability whatsoever. Verizon extends no warranty, express or implied, for the service pursuant to the company's tariff on the file with the New York State Public Service Commission.

## Home Voice Mail Terms and Conditions

If you have Message Rate or Measured Service, you will be charged each time you call to access your mailbox and for all calls forwarded to your mailbox.

## How Home Voice Mail Interacts with Your Local Measured Service

Local Measured Service charging applies to Home Voice Mail service. This includes each time a call is forwarded to your mailbox and each time you access the Verizon Voice Messaging System and perform any of the available functions. Your total end of month local usage charges depend on the Measured Service option you have.

## Overview Map of Verizon® Home Voice Mail